



Pharmacy Benefit Manager (PBM) Transition Frequently Asked Questions

Prime Therapeutics LLC

Effective: January 1, 2016

- **How will the PBM transition affect my prescription benefits?**

Your current prescription benefits (pharmacy deductible, copay) are not changing. The company contracted to provide administration of your prescription benefits will be changing from Catamaran to Prime Therapeutics LLC (Prime) effective January 1, 2016. As PBMs have unique quality and cost containment strategies, quantity limits and prior authorization requirements may vary. Lists of prescription drugs requiring prior authorization or quantity limits through Prime are also posted to our website.

- **Will I get a new ID card?**

Yes, in December Prime will mail you a welcome packet containing your new ID cards.

- **Will my pharmacy be in-network?**

Prime currently has over 65,000 retail pharmacies in their network. You will be able to check your pharmacy's status by calling a Prime customer service representative or by visiting Prime's website beginning January 1, 2016.

- **What do I need to do if I get my prescription(s) through mail order?**

Most open and active prescriptions will transfer to Prime from Catamaran. However, payment information will not transfer. You will need to register at Prime's website or call a Prime customer service representative on or after January 1, 2016 to provide payment information.

- **What mail order prescriptions will not transfer from Catamaran to Prime?**

Prescriptions that have expired, have no remaining refills, are for compound medications, or are for controlled substances will not transfer from Catamaran to Prime. If you currently have a prescription for a compound medication or a controlled substance, please contact your physician on or after January 1, 2016 to have your prescription renewed with Prime.

- **What if I have a new prescription(s) for mail order?**

You will need to log onto Prime's website or call a Prime customer service representative on or after January 1, 2016 to register and provide payment information. You can have your doctor send your prescription to Prime electronically or via fax. You can also mail your prescriptions to Prime. More information will be available via Prime's website on January 1, 2016.

- **Will the prior authorization for my prescription(s) be transferred?**

Some prescriptions require prior authorizations (PA) which are designed to help improve patient care, and are generally put in place for high cost medications that may have certain clinical concerns. Prior authorizations currently with Catamaran will transfer over to Prime; however, due to differences in PA programs at the two PBMs, there may be medications that did not require a PA through Catamaran that will require a PA through Prime. You will need to obtain another prior authorization from your prescribing physician in this situation and when your current prescription expires. A list of prescription drugs requiring prior authorization through Prime is also posted to our website.

- **What if I am currently taking a specialty medication?**

Prime Therapeutics Specialty Pharmacy is staffed with experienced pharmacy professionals that work closely with participants and their physicians to achieve the best results from the prescribed medication therapy. By providing ongoing, personalized support from disease-specific experts who understand your condition and the medications you take, Prime Therapeutics Specialty Pharmacy goes beyond those services offered in the traditional retail pharmacy setting.

In most cases you should be able to continue your relationship with your existing specialty pharmacy. Contact Prime about selecting a specialty pharmacy or if you have any questions about obtaining your specialty medications. Information about the Prime Therapeutics Specialty Pharmacy is posted to our website.

- **Who do I need to contact if I have additional questions?**

Although Prime will not have full access to current prescription records until January 1, 2016, they will have limited staff available beginning December 1, 2015 to answer general questions about the transition and what to expect in 2016. Starting December 1, 2015 participants can reach Prime's Customer Service Center at (855) 457-0408, Monday – Friday 8:00 am – 5:00 pm.

Prime's website with all your pharmacy benefit information will be available on January 1, 2016.